

Standards for the Immigration and Asylum Accreditation Scheme

Supervisor standard

Education and Training Unit
Version 2

Those wishing to act as supervisors in accordance with the Specialist Quality Mark will need to demonstrate competence against the supervisor standard.

Any applicant who has already had their supervisory skills assessed as part of a recognised management qualification may apply for exemption from this module. Those acting as supervisors must demonstrate that they are competent to do the following:

- Allocate cases according to the complexity of the case and competence of the caseworker
- Monitor progress with cases to ensure they are managed effectively, as appropriate to the experience of the individual
- Provide regular and constructive feedback to individuals on their performance
- Work with individuals to agree appropriate objectives and performance standards
- Provide opportunities for individuals to discuss progress and performance
- Help individuals to identify their own development needs and support individual development.
- Ensure that individuals maintain and develop their knowledge of the law
- Ensure individuals are aware of the nature and purpose of file management systems
- Monitor effectiveness of file management systems
- Review file management systems and make necessary changes
- Review the quality of services and advice provided in individual cases and provide feedback
- Undertake effective appraisals of staff
- Awareness of relevant guidance, eg from SRA, Law Society, ILPA, OISC
- Ensure that discrimination is not present in the workplace

Those applicants who do not supervise others because they are the only person at their organisation performing publicly funded immigration work will be exempt from assessment of their supervision skills. However, they will still be subject to relevant parts of section D of the Specialist Quality Mark. Should they be required to supervise others at a later stage, they must register for assessment against this module immediately.